

# Frequently asked questions about charges for garden waste collections

## Q. Why has the Council introduced a chargeable service?

A. Garden waste collections have been costing the Council over £285,000 per year. To protect this service and ensure its continued provision, the Council has agreed to introduce a subscription (opt-in) service to offset part of the cost of providing it.

By introducing a charge for this discretionary service it means that the Council will be better placed to maintain delivery of both its essential, as well as other valued services.

All local authorities are now facing significant financial pressures when it comes to finding ways of maintaining delivery of front line services. This is due to increased year on year funding cuts by the Government. Nationwide austerity measures affecting all public finances seem set to continue for the foreseeable future.

## Q. Are there any exemptions or concessions?

A. There are no exemptions or concessions, regardless of those in receipt of benefits or for senior citizens.

## Q. What happens if the bin is at a village hall, place of religious worship or other charity?

A. The service will be chargeable for all these types of organisations, as with domestic properties.

## Q. Why are charges not included in Council Tax?

A. Collecting garden waste is not a service that local authorities are under a duty to provide. As with other discretionary services provided by the Council, a separate charge is made if residents choose to opt in.

## Q. Do other local authorities charge for garden waste collections?

A. Yes, over recent years an increasing number of Councils have introduced a fee, with over a third now charging for this service. In North Yorkshire, Craven, Hambleton, Richmondshire and Scarborough currently charge.

## Q. What will the cost be?

A. For a 2018/2019 licence the charge will be **£38** This equates to only £2 per collection! The cost is set for the year so it makes sense to join early and benefit from the maximum number of collections you can receive. The licence is valid from April to March with no collections during the winter months of Dec, Jan & Feb.

## Q. How do I subscribe to the garden waste collection service?

A. It's quick and easy - go online ([www.ryedale.gov.uk](http://www.ryedale.gov.uk)), or call the 24 hour Freephone on **0800 035 1566**. Alternatively, see the leaflet – 'Garden Waste Service' available from Customer Services 01653 600666.

## Q. Can I have more than one bin?

A. Yes, you can subscribe to more than one bin. However, you will need to buy a separate licence for each bin.

## Q. How will the collection crew know to empty my bin?

A. Once your payment has been received you will receive a plastic licence (this will be a tag about the size of a credit card) through the post which will need to be affixed to your wheeled bin. This will be used to confirm that the bin is registered to your address. Bins without licences will not be emptied. You will need a licence for each wheeled bin you present for emptying.

## Q. Will my collection day change?

A. Some collection days may change. You will be notified in advance.

**Q. How long will it take to get my licence?**

**A.** You will receive your licence within 14 days of making your payment.

**Q. What if my licence is lost, stolen or damaged?**

**A.** Contact the Council as soon as possible for a replacement.

**Q. Can I join the scheme midway through the year?**

**A.** To guarantee your garden waste collections you must subscribe by 31 May 2018. Collections cannot be guaranteed for subscriptions received after this time. Unfortunately the charge is a fixed annual cost and reductions cannot be made for fewer collections.

**Q. What happens if I move house?**

**A.** It is intended that the licence is non-transferable and only valid for the property for which it was originally purchased. The preferred, cost effective option, is for residents who are moving to leave the licence for the new occupants. If this does not meet your individual circumstances please contact us and arrangements will be made to cancel your current licence and issue a new licence. Unfortunately no refunds can be given if you move outside of the District, or to a property where you no longer require the garden waste service. However, you may leave your licence for the new occupants if there is any term remaining.

**Q. I share my brown bin with my neighbour, can we share the service charge?**

**A.** Yes, though full payment is still required and the bin will need to be registered and collected at one address.

**Q. What do I do if I use compostable bags instead of a brown bin?**

**A.** If you are registered as being eligible for an assisted collection (or if your property is not suitable to accommodate a wheeled bin) you will be issued with a year's supply of compostable liners instead of a licence when you subscribe. These can be put out

on collection day (or collected from an agreed point, for those on assist).

**Q. What will happen to my brown bin if I choose not to subscribe to the scheme?**

**A.** Your wheeled bin remains the property of Ryedale District Council. If you are not going to subscribe it is recommended that you retain your brown bin in case you change your mind in the future. However, if you would like your brown bin removing please contact the Council and arrange for its collection. Garden waste must not be put in your bin for general (non-recyclable) waste.

**Q. Will there be an increase in fly-tipping due to charging for this service?**

**A.** There are a significant number of local authorities that already charge for garden waste but so far there is no evidence of increased incidences of fly-tipped material as a result.

**Q. What are my other options if I don't want to subscribe?**

**A.** Low cost compost bins can be purchased online at [www.letstalklessrubbish.com](http://www.letstalklessrubbish.com) or phone **0844 571 4444**. If you already compost at home, but still generate more garden waste than you can manage, material can be taken to your local Household Waste Recycling Centre (skip site).

**Q. Has the Council consulted on charging for garden waste?**

**A.** A consultation exercise was carried out as part of setting the 2013-15 Budget and it showed that the majority were not in favour of being charged for this service. However, charging for garden waste was the "least worst option" enabling the Council to continue to provide other valued community services.